

# Claiming: members are our priority

**We understand** that when our Members need to make a claim it's usually at a difficult time for them which is why we aim to make the process as simple as possible.

We pride ourselves on providing our Members with an excellent claim journey and continually strive to improve their experience.

This includes regular contact throughout the claim period and beyond. We'll handle their claims as quickly as possible, reducing the need for lengthy paperwork, helping Members back to work, paying for treatment or just easing the burden of financial worry.

## Martin's Story

Martin stopped working back in May 2016 due to work-related stress and depression. In order to focus on his health he ended his employment with his employer who he'd been with for 22 years. Holloway Friendly pays Martin benefit fortnightly and also identified that Martin required more than just financial support. Whilst Martin didn't feel able to return to his previous job and had a valid income protection claim in payment he wanted to return to some form of work.

## What happened next?

Martin didn't feel he had the skills or confidence to secure a new job. We're helping remove the barriers which are stopping Martin getting back to work. We're funding vocational support for Martin, this includes helping him prepare his CV which is tailored to his skill set. This will help grow his confidence and help him back into employment.

## Why we're different

- Listening to Members to understand what they need to help them in the future.
- We look at other ways we can help our Members return to work e.g. retrain for a new occupation.
- Keeping the interests of our Members at the core of everything we do.

## How Holloway Friendly makes claiming easy

Martin has not yet returned to employment and is still receiving income protection.

By forming a close relationship with Martin, we were able to understand his hopes for the future and determine what was needed to help support him.

For more information about Holloway Friendly and our products please speak to your Financial Adviser or visit [www.holloway.co.uk](http://www.holloway.co.uk)

## Why Holloway Friendly:



Quick claims  
response



Claim by phone,  
online or form



94% of claims paid  
in 2019



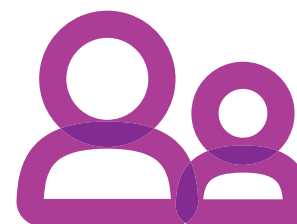
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Listening to  
our Members



Dedicated  
claims handler



Supporting Members  
through their claim  
and beyond



Treating Members as  
individuals

Names and identifying details have been changed to protect the privacy of individuals.

Holloway Friendly is the trading name of The Original Holloway Friendly Society Ltd. Holloway Friendly is registered and incorporated under the Friendly Societies Act 1992, registered No. 145F. Registered office: Holloway Friendly, Holloway House, 71 Eastgate Street, Gloucester, GL1 1PW. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. FRN 109986.

Keeping life colourful